

What is claimed is:

1 1. A status information service for a mobile telecommunication network
2 comprising:
3 customer care infrastructure in communication with the mobile
4 telecommunication network and adapted to answer status information queries; and
5 a subscriber status information server adapted for use with the customer
6 care infrastructure and capable of issuing status information queries to the customer care
7 infrastructure.

1 2. The invention of claim 1 wherein the status information comprises
2 information indicating location of a subscriber

1 3. The invention of claim 2 wherein the customer care infrastructure is
2 further adapted to

3 parse a status information query for subscriber information;
4 determine a subscriber's home location register from the subscriber
5 information;

6 query the subscriber's home location register to identify the mobile
7 telephone switching office on which the subscriber is active;

8 issue a call trace query to the mobile telephone switching office; and

9 receive and process location information from the mobile telephone
10 switching office.

1 4. The invention of claim 2 wherein the customer care infrastructure is
2 further adapted to

3 parse a status information query for subscriber information;
 4 determine a subscriber's home location register from the subscriber
 5 information;
 6 query the subscriber's home location register to identify the mobile
 7 telephone switching office on which the subscriber is active;
 8 query a visiting location register at the mobile telephone switching office;
 9 and
 10 receive and process location information from the mobile telephone
 11 switching office.

1 5. The invention of claim 1 wherein the status information comprises
 2 information indicating presence of a subscriber

1 6. The invention of claim 5 wherein the customer care infrastructure is
 2 further adapted to
 3 parse a status information query for subscriber information;
 4 determine a subscriber's home location register from the subscriber
 5 information;
 6 query the subscriber's home location register for subscriber presence
 7 information;
 8 receive and process location information from the subscriber's home
 9 location register.

1 7. The invention of claim 5 wherein the customer care infrastructure is
 2 further adapted to

3 parse a status information query for subscriber information;
4 determine a subscriber's home location register from the subscriber
5 information;
6 query the subscriber's home location register to identify the mobile
7 telephone switching office on which the subscriber is active;
8 issue a presence information query to the mobile telephone switching
9 office; and
10 receive and process location information from the mobile telephone
11 switching office.